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PURCHASE CARD USER'S GUIDE FOR AGENCY PROGRAM COORDINATORS

The following instructions provide general guidelines for data entry by agency program coordinators in CitiBank's CitiDirect system. They are intended to be a general guide to assist in the training previously received. If you have any questions, please contact Donna Rimmer (1-800-782-2233 or Donna.L.Rimmer@noaa.gov) at the Commerce BankCard Center for assistance.

The URL address for accessing CitiDirect is <http://www.cards.citidirect.com>. Configuration for firewalls requires the user to have availability to 128 bit SSL encryption. Internet Explorer is the suggested browser to use.

Agency Program Coordinators (APC):

Enter your CitiDirect Client Code to start the login process. Enter your assigned Username and Password provided by CitiBank and click "Login". First time users will be asked to select a new password at this time. You will be prompted to change your password every 90 days or you have the option to change your password at any time. If you do not know your Username, please contact CitiBank's Help Desk at 1-800-790-7206, option 2.

Creating a New Cardholder Account:

1. Select **Card Management** from the horizontal Navigation Bar.
2. Select **Account Management**.
3. Select **New Account**.
4. Select **Assign** from the Card Management-account Management-New Account screen.
5. Complete the Levels of Hierarchy for the new account by clicking the **Next** button and making a selection from the drop down box.
6. Select the **Assign** box.
7. Select the **Create** box (bottom left of screen).
8. Fill in information in the demographics section of the account. **Tax ID 19030214** is typed in 4th Line Embossing. Type in the last 4 numbers of the **Social Security Number** preceded by 5 zeros. The Agency/Organization Name begins with DOC and is completed with the agency name(s). Any field with an *(asterisk) must be filled in.
9. The Hierarchy information in the **Controls Section** will be completed from previously working the Assign instructions above.
10. The accounting code is added in the Account Allocation field by selecting the **Modify** box. Cursor to the MAC box and type in the accounting code. Click on **OK**.
11. Complete the information for billing office code, cycle and single transaction dollar limits.

12. To add MCC groups, select the **Add/Modify** box, select the **Add** box, type in **DOC000** as the group name, select **OK**. Select the **Add** box, type in **DOC000A** and select **OK** again.
13. Proof/correct data and select the **Submit** box.

Modifying Cardholder Accounts:

1. Select **Card Management** from the horizontal Navigation Bar.
2. Select **Account Management** and then **Modify Account**.
3. Type in the account number on the Card Management-Account Management-Modify Account screen. If the number is not known, complete another field.
4. Select **Search**.
5. Place the cursor over the **Account Number** for a selection.
6. Make the desired modification to the account and select **Submit** and then **Close**. Select **Cancel** if no modification is made.
7. To **Close** or make an account inactive, click on the drop down box for the Account Status and make the proper selection.
 The first choice, **B9**, indicates the cardholder is deceased
 The second choice, **V9**, indicates the card is being closed by the agency
 The third choice, **T1**, indicates the cardholder has left the agency (resigned or terminated).

Select **Submit**, screen will appear to validate canceling card, select **Close**.

Lost/Stolen Accounts should be called in and reported to CitiBank at 1-800-790-7206. Do not enter in CitiDirect.

Creating a New Hierarchy (Approving Official) Account:

1. Select **Hierarchy** from the horizontal Navigation Bar and then select **View**.
2. Select **Numeric Sort**.
3. Complete the levels of hierarchy to the approving official's level.
4. Select **Search**.
5. Drill down to the bottom of the page and select **Create Sub-Unit**.
6. Type in the **Unit Number**. This is the 5-digit hierarchy number provided by the BankCard Center.
7. Complete the setup by filling in each field. If an approving official provides a middle initial, type it in the **First Name** field. An **e-mail Address** is required for notification of electronic reports provided by the bank. Click in the boxes **Request for CitiDirect User Id and Report Template** to create a checkmark.
 The following fields **DO NOT** need to be completed: Country, Discretionary Code 1, Accounting Code, Cycle Limits, # Transactions per Cycle and # Transactions per Day.
8. Select **Submit** and then **Close**.
9. New account should be visible in 3-4 days.

New cardholders can be set up under approving officials the same day as the approving official account is set up. The approving official account will not be visible again until it has made the complete processing cycle at the bank (3-4 business days).

An existing cardholder CANNOT be moved under a new hierarchy on the day that

hierarchy (new approving official account) was created. Cardholder accounts can only be moved under the new approving official account when it is visible in the system (3-4 business days after setup).

Modifying Approving Official Accounts:

1. Select **Hierarchy** from the horizontal Navigation Bar and then select **View**.
 2. Select **Numeric Sort** for easier search.
 3. Complete the levels of hierarchy.
 4. Select **Search**.
 5. Select the desired unit by clicking on the radio dial button.
 6. Select the **Edit Unit** box. Make changes to the account and click on **Submit**.
- When making changes to approving officials names, type in the **ENTIRE** first and last name even if just making a change to one name. These appear as two separate fields, but are considered one field.

CARDHOLDER HIERARCHY CHANGES

Hierarchy Changes should only be made at the office level and the approving official level for non-NOAA cardholders and the approving official level for NOAA cardholders. If changes are required at level 2 for non-NOAA cardholders, or Level 3 for NOAA cardholders, the current card should be canceled and a new account should be set up.

1. After logging into CitiDirect select **Card Management** from left side Navigation Bar.
2. Select **Modify Account**.
3. Type in account number to be modified, click on **Search**, and click on account number.
4. Arrow down to Hierarchy box in the Controls Section. Select the **Reassign** box next to the Hierarchy field and an **Assign Hierarchy** box will appear.
5. Select all levels for the new reporting hierarchy.
6. Select the **Assign** box.
7. Verify that the hierarchy level changes on the **Modify Account** screen.
8. If there are any other corrections to the account, make them now. Changes in Accounting codes for cardholders using CAMS should be made in the CAMS/CPCS system.
9. Select the **Submit** box.
10. Verify that a message is displayed indicating that change will become effective after the next billing cycle. Select the **OK** button.

Statement (Access to cardholder statements by APCs)

To inquire into a cardholder's statement

1. Select **Inquiry** from the left side bar.
2. Select **Statement**.
3. Statements appear by cycle; click on the desired cycle by selecting the drop down box.
4. Type in cardholder's last name.
5. Click on the account number to review the statement.

6. After reviewing, select Close.

Approving Official Access to CitiDirect

Approving Officials (AO) can obtain access to CitiDirect for viewing their cardholder's statements by calling the Help Desk at 800-790-7206 to acquire their User Name ID and password. Instructions for Approving Officials are available at

<http://www.ago.noaa.gov/bankcard/bankcard.html>

Click on Guidelines, CitiDirect Access Instructions and Instructions for Approving Officials.

CitiBank's Tutorial

A tutorial is available under **Assistance** on the Navigation Bar. Shockwave Plug-in is necessary to run the tutorial. It is a quick-help resource for new and experienced users. Separate Tutorials are available for approving officials, cardholders and agency program coordinators.

What's New

This feature is available by selecting the "What's New" box in the upper right corner. Information pertaining to the latest release by CitiBank is explained.

Logging Out of CitiDirect

1. Click on Log Out under CitiBank logo.
2. Logout box appears asking "Are you sure you want to log out?"
3. Click on the "X" in the top right corner of screen to exit.